

COMMITTEE ON TRAFFIC/PUBLIC SAFETY

September 13, 2005

Chairman Sysyn called the meeting to order.

The Clerk called the roll.

Present: Aldermen Sysyn, Guinta, Smith, Forest, O'Neil

Messrs.: Deputy Chief Simmons, Mayor Baines, Deputy City Clerk Johnson,
Deputy Solicitor Arnold, T. Lolicata, Fire Chief Kane

Chairman Sysyn stated I would like to go directly to Item 4 and would ask the Mayor to come forward and speak to this issue.

Communication from Deputy Chief Simmons advising of various concerns relating to residential parking permits.

Mayor Baines stated thank you. Over the past several weeks it has come to my attention that we have some issues that have developed regarding residential parking permits in the downtown area. Over the past couple of years there have been a number of residents who have been allowed to get residential permits through the Ordinance Violations Bureau that issues them. However, the problems that have risen are related to the zones and the way the zones have been mapped out under ordinances that I believe were adopted in 2002. As you know, we have had a concerted effort to encourage businesses and residences to emerge in the downtown area. Most recently with the college students that were brought into the YMCA and there are other issues and some are related and not related but there are a number of residents who have come to depend on these permits and now they have been told that they are no longer in this zoned area. So tonight you are going to grapple with that issue and I am urging the Board to work with us and the City Solicitor to redraft the ordinance to allow these residents to continue to have parking in the downtown area. It impacts a number of people and a number of people that have had these permits for some time. I would suggest that the current residential permit holders be allowed to use their existing permits until October 31, 2005 and this would allow the staff to evaluate changes in the current parking zones to better meet the needs of the downtown residents. It is an issue. It is somewhat complicated but in some ways it is very simple from my perspective as Mayor. We want people to live in the downtown. We want them to enjoy the quality of life in the downtown. We want them to take advantage of the various businesses that are in the downtown. Many of these people live and work downtown and we are trying to create that type of environment for our residents. I would ask you to exam the issue tonight and work with us to redraft the ordinance

to allow these current permit holders to keep their permits and others that come in to the existing residences that have been covered for the past two years. I think it is a reasonable request and in doing so we would be asking that there not be any enforcement of the expiration, which would be at the end of this month. We could be fair to these people. I know that some of them are in the audience here tonight but I think that for the past two years the government, the government that we represent said that it was okay and now all of the sudden as we re-exam it we are saying it is not okay. That is not the right kind of message that I...I don't think any of us want our government to have because people...we are here to serve the public and this is a great way for us to do it. Thank you.

Alderman O'Neil asked is this on-street parking or are there any of these permits in lots. Do we know that?

Chairman Sysyn answered this is on-street resident parking I believe. Let's have Deputy Chief Simmons speak to the issue.

Deputy Police Chief Simmons stated this would be residential parking, on-street, curbside.

Alderman O'Neil stated I appreciate the Mayor's comments. People entered into these agreements in good faith. I will support staff taking a look at this but I hope they come back and think of the people who entered into these agreements two years ago in good faith. We helped fund part of the repairs, I believe, at the YMCA to create student housing. We have that situation and we also have others who live downtown that entered into this in good faith and I hope we do come up with a solution that is supportive of them.

Mayor Baines stated I might add, if I could, that a lot of the people that own these properties have rented these properties with the condition that these permits would be available. Let's say if you are on the Opera Block for example and you are Ron Dupont who has rented these properties and they are told they can get residential permits and they have rented the property and somebody who has been there for a couple of months is told by the way you can't have it anymore. It is just not fair. It needs a thorough and fair examination and I think we can do that and we have the capacity to do it and I am urging the Committee to follow-through.

Chairman Sysyn stated I believe somebody from the Institute was looking for some parking permits for college students.

Deputy Chief Simmons stated the Institute is the second portion of this. As my letter addressed, two issues arose. One was the fact that permits were issued to people that no longer reside or do not reside in that residential boundary. So we wanted to bring that to your attention. The second issue deals with somebody like

the students from the NH Institute that are currently dormed at the Y. The ordinance requires that their license show they are living at the Y. Their license has to show that address. That is what the ordinance says so we felt that since we were bringing this issue forward we would bring that second issue forward as well. In the past what has happened is the Bureau has taken information from the school that shows they are full-time students there and allowed that to happen. The fact is that technically it is contrary to ordinance so I think it is something that should be reviewed by the Committee.

Chairman Sysyn stated some of these students are going to be there probably for 9 or 10 months out of the year.

Mayor Baines stated well they are residents. If you are a full-time student in a community by law you are considered a resident of that community so that is something that needs to be cleaned up. Again, a good part of what we tried to do in the downtown area...Alderman O'Neil is absolutely correct. In fact Senator Gregg was a force in getting us some additional money to help rehab the Y to bring residential dormitories. Again, it was part of the whole plan to have more people living downtown and these people do become residents for a good part of the year in downtown Manchester. That needs to be addressed in the ordinance and I think that is something we can accomplish.

Alderman Forest stated I would like to move that we table this until the end of October and allow the people who currently have permits to keep them until the end of the month and have City staff review the ordinance and come back to the Committee with an amendment.

Alderman O'Neil duly seconded the motion.

Alderman Guinta stated I have a couple of quick questions before I agree with the motion. After 10/31 what happens? Is the expectation that a recommendation is going to come forward before October 31?

Mayor Baines responded what my plan would be is to work with staff to come in with a revision of the ordinance to allow this area to be included. We would bring that to the full Board in either the first or second meeting in October. My goal would be the first meeting in October and we would have it go through the process to be adopted. That is why October 31.

Alderman Guinta asked do we have enough time between the first meeting in October and the end of the month to adopt a new ordinance change.

Mayor Baines asked Carol do we have enough time. Yes, if we could suspend the rules we have enough time.

Alderman Guinta stated just to everyone on the Committee understands that we would have to suspend the rules.

Alderman Forest moved to amend the motion to have the ordinance amendment go to the full Board instead.

Mayor Baines stated let's let Carol address that. She keeps us on the legal track.

Deputy City Clerk Johnson stated it is my understanding that you are basically looking to come in with another ordinance to the Board. My suggestion would be not to table it at the Committee level but probably to withdraw that motion and go forward with the recommendation that the Mayor has made and allow that to go directly out to the Board if that is what the Committee desires to do. It would make more sense for the staff to prepare the ordinances required, bring them out to the Board and then the Board can elect to suspend the rules or even go through the process and still have it completed by the deadline.

Alderman Forest withdrew his motion to table. Alderman O'Neil withdrew his second.

Alderman Forest moved to request City staff to work with the Mayor and prepare an ordinance that is in support of the Mayor's recommendation and bring it forth to the full Board as a recommendation of the Committee. Alderman O'Neil duly seconded the motion.

Alderman Guinta asked are there going to be any permits issued in October because I know there are people moving in on Market Street for example through the month. What will happen because I know in your letter Deputy Chief it said that current permits are valid through the end of September. Does that mean we are going to issue permits in October as well? There will be people moving in in October and the current permit is only valid through September.

Mayor Baines stated again they can answer it from a legal point but maybe we can issue temporary permits until this is all done.

Deputy Chief Simmons stated I think the current permits now, which expire at the end of September, will carry on through October 31. I know what your question is and anybody coming in now wanting a permit that didn't have one, I assume if they live in the zone we are going to give them one.

Alderman Guinta stated I know that some people have. I got calls last week and some people had and they were not issued permits.

Mayor Baines stated again if we can do that, if it can be done within our confines and authority, I would like to see that done at least to get temporary permits with the understanding that this is being reviewed and the ordinance is being reviewed. I think that would be fair.

Alderman Smith asked, Chief, have you been informed by the parking study group that this is one of the things they are studying. We are supposed to get a report back at the end of October I believe.

Mayor Baines stated Mike Colby from my staff and I believe Randy Sherman addressed this with the parking consultant today. I think this was something that...Mike can you come up and address that?

Michael Colby stated Randy and I did meet with the parking consultant today. We showed them the ordinance and the letter from Deputy Chief Simmons. It is an issue that the parking consultant wants to take a look at. His initial read of it is that if we want to encourage people downtown and bring more dormitories and college students downtown then we should look at ways to adjust the ordinance to make this work. Obviously we are awaiting the final report.

Alderman Smith asked Chief of this 153 that applied I imagine there are some that try to beat the situation. Are you going to weed those out where they are not living here but using the space?

Deputy Chief Simmons answered yes. One of the issues that deals with people that are renting at some of the hotels in the area that rent for a week at a time I think we certainly have to address that and review it as well. I think that is a different matter than what we are talking about today but yes, we will certainly weed those out but the majority of them we will just keep them on this until October 31 at this point.

Chairman Sysyn stated I did have a comment from one of the parking control officers who said that there were parking permits that were given out randomly and there were some that should not have been issued.

Deputy Chief Simmons responded that is true. That is what prompted all of this.

Alderman Smith stated I think we have an obligation to those people who have their existing parking permits right now and I think we should extend it.

Alderman O'Neil stated I agree with Alderman Smith's comments. I made a similar comment earlier. We have an obligation to these people who in good faith two years ago got these permits and we need to take a creative action to make sure it fits with the commitment we made to them. Carol just whispered to me that we

may not be able to issue additional permits going forward until this gets straightened out.

Chairman Sysyn stated right. I don't think we will be able to issue them until we change the ordinance.

Deputy Clerk Johnson stated the way that the ordinance is structured right now you would not be able to issue any further permits. You certainly could ask the Police Department not to enforce what is currently out there but you can't issue any new ones. We could bring forth, October 4, the new ordinance and get it adopted the same night. That is based on discussion with the Solicitor's Office.

Deputy Chief Simmons asked could we issue permits for those that are currently in the zone.

Deputy Clerk Johnson answered only if they are in the zones that are currently written by law, not in a zone that is not there.

Mayor Baines stated I understand the letter of the law here but that would trouble me. I don't know how we can deal with that. We have an ordinance in effect and we should support the ordinance but there is an element of fairness here that just flies in the face of what we are about to do. I just don't know if there is some creative way we can deal with this outside of the ordinance. I don't want to put our Deputy Solicitor on the spot here but is there any way we could get a consensus...I know a poll of the Board is only that. It doesn't take official action but would that help with the situation at least?

Deputy Solicitor Arnold responded I guess as I understand the question we really have two issues here. We have people who presently have permits that perhaps should not have them under the present ordinance. I think the Committee's motion is to recommend that those people be allowed to use the permit until the end of October, i.e. they will not be issued new permits until the ordinance is changed and it is allowed. They won't be penalized for not having a permit until the end of October. The other issue that has come up is what about people who are technically not in a district or not entitled to a permit that will apply for a permit between now and presumably when the ordinance is changed? The ordinance, of course, doesn't allow for temporary permits and I don't think it would be wise to issue a permit to someone who is not entitled to one at this point. They should probably await the ordinance change and the Board action so that the Police Department and the Ordinance Violations Bureau is sure of what they are supposed to enforce.

Alderman O'Neil stated regarding the parking consultant, I am not sure this was part of their original scope and I know that Mike and Randy talked to him today

but...I know they have been asked to do a lot of extra things in this study. We need to make sure that we are getting back a first quality study and if they need to be compensated for some additional work we need to recognize that. This is an example of, and I think we are going to have more of these permit issues in the Middle Street lot. I don't know if they have been asked to look at that or not. I just think we need to recognize that they maybe are being asked to provide some additional work that wasn't originally agreed to.

Alderman Lopez asked Mr. Arnold, understanding everything that you said, could the Board of Mayor and Aldermen authorize a temporary permit for those outside the zone.

Deputy Solicitor Arnold answered I think that to do that within the letter of the law that would take an ordinance change. Certainly tonight there have been suggestions that the ordinance essentially not be enforced until the Board has an opportunity to act on proposed changes.

Alderman Lopez stated I understand that but the ordinance being the ordinance I am just saying the situation exists where a person gets an apartment downtown and past practice is they got a permit. I know that is not right but I am just saying until the 31st of October when this whole mess gets squared away does the Board have any authority or does the Committee have any authority to issue a permit like they do when somebody wants a meter at the parking lot here authorizing them to park. Could it be that the Committee could authorize a permit until such time?

Deputy Solicitor Arnold replied typically with permits for parking lots there is a monthly charge for those. I suppose you could do that on an individual basis but I am not sure that gets to where you want to go. I don't think that you want the future residents to pay a monthly fee for a parking space. Your intent is that they pay a yearly fee for a residential parking permit.

Alderman Lopez responded I understand that. I am just saying not pay a monthly fee but the Committee when they authorize somebody to take a meter and pay the monthly fee could not the Committee say okay Mike Lopez you live downtown and you are outside the area but we are giving you a permit until the 31st of October?

Deputy Solicitor Arnold replied I don't think you could give them a residential permit. I think that you could allow them to use a parking space or spaces.

Alderman Lopez asked how do you do that.

Deputy Solicitor Arnold answered therein lies the problem.

Mayor Baines stated I think Carol has the solution.

Deputy Clerk Johnson responded I don't know if it is a solution. You are tying everything strictly to the residential parking permit process. My suggestion to Tom was perhaps we look at it as a policy issue on parking rather than as a permitting issue. The Committee certainly could recommend to the Board and we could poll the Board on a policy issue where some type of...not a parking permit necessarily but something that notifies the police that this person has received some type of permission to park there much like you would if you were buying a cover or whatever. I am not sure what that process would be but the Clerk's Office could certainly work with the Police Department and the City Solicitor's Office to try and address that.

Mayor Baines asked could I suggest that the Committee make a motion to have the City Clerk's Office and the Mayor's Office work with the Solicitor to come up with wording with regards to that and then poll the Board.

Alderman Forest moved to have the City Clerk's Office and the Mayor's Office work with the Solicitor's Office to come up with wording to grant permission for people to park until the ordinance is amended. Alderman O'Neil duly seconded the motion.

Alderman Guinta asked how many parking spots does the City have in the Canal Street lot.

Chairman Sysyn answered we don't own the Canal Street Garage.

Alderman Guinta asked aren't we paying for spots in there.

Chairman Sysyn answered no the Wall Street Tower building is where the City employees park.

Alderman Guinta asked how many do we have in Wall Street.

Thomas Lolicata, Traffic Director, stated the City has 400 and they are all leased.

Chairman Sysyn asked how many are being used by City employees.

Mr. Lolicata answered I believe the figure is 280.

Chairman Sysyn called for a vote on the motion. There being none opposed, the motion carried.

Clerk Thibault stated you also have another motion on the floor to have the staff work with the Mayor and bring forward the ordinance change recommendations to the Board. You didn't take a vote on that.

Deputy Clerk Johnson stated you had two motions on the floor. She is trying to get a vote on the second one. It was moving on the recommendation to have the ordinance changed to address both the student population I believe and that residential section to be expanded.

Chairman Sysyn called for a vote on the motion to request City staff to work with the Mayor and prepare an ordinance that is in support of the Mayor's recommendation and bring it forth to the full Board as a recommendation of the Committee. There being none opposed, the motion carried.

Chairman Sysyn addressed Item 5 of the agenda:

Request to have the Solicitor and Police review the ordinance regarding parking "For Sale" vehicles on the street.

On motion of Alderman Forest, duly seconded by Alderman O'Neil it was voted to table this item.

Chairman Sysyn addressed Item 3 of the agenda:

Communication from Alderman Porter requesting consideration of a raised island on Cohas Avenue at Island Pond Road and further that such request be referred to the Committee on Community Improvement for funding.

Alderman Smith moved to approve the request and recommend referral to the Committee on Community Improvement for funding. Alderman O'Neil duly seconded the motion. There being none opposed, the motion carried.

Chairman Sysyn addressed Item 6 and 7 of the agenda and a new business item:

Communication from Mauricio Quiroga of The Chair Gallery requesting the issuance of four (4) parking permits for the Middle Street parking lot.

Communication from Charles Dent, Jr., WKBR 1250, requesting the issuance of two (2) parking permits for the Middle Street parking lot.

Communication from Rachel Elfata of Pink Sapphire requesting the issuance of two to three parking permits for the Middle Street parking lot.

Chairman Sysyn stated I don't know how many spots we have in that Middle Street lot. We need to keep some for parking for City Hall employees, not employees but for people coming to City Hall for business. You have a request here for 4 and 2 and I don't remember how many the new request wanted.

Clerk Thibault responded the new request is for 2 to 3 parking spaces.

Chairman Sysyn asked how many spots do we have there.

Mr. Lolicata answered you have roughly 68 spots in there and the last two meetings I have been recommending if you go this way not to go over 30 or half.

Chairman Sysyn asked so do we have enough to do nine more.

Mr. Lolicata responded I am reading six. Are there more?

Alderman O'Neil asked how many permits do we have now.

Mr. Lolicata answered we have nine right now. So you are talking about maybe eighteen. You can see them right outside. Every one has a sign out there.

Chairman Sysyn stated if you get to 30 you have to stop. You need to save parking spots for people doing business at City Hall.

Alderman O'Neil stated 30 might even be high. I don't know.

Chairman Sysyn stated well that would leave you 38 for City Hall.

Mr. Lolicata responded I was going to try to keep them all on one side. If you want a figure for that I will do it. That is the easiest way of doing this really. I could have it posted easier.

Alderman O'Neil asked do we know if the consultant is taking a look at this issue – the Middle Street lot.

Mr. Lolicata answered yes he did. We are going to be talking to him about that. He has everything in there. Permits and everything.

Chairman Sysyn asked and how many permits do we have there already.

Mr. Lolicata answered I am saying we have eight or nine there right now plus whatever from tonight.

Chairman Sysyn stated so that will be about 18. Do you want to approve this? We are talking about Items 6, 7 and the new business.

Alderman Forest moved to refer these requests to Tom Lolicata and let him work with the people but until we get an answer from the parking consultant no further permits will be issued for the Middle Street lot. Alderman O'Neil duly seconded the motion.

Mr. Lolicata asked so in other words go forward with the ones tonight...

Alderman Forest interjected and hold off on any others until we get the parking consultant's study.

Mr. Lolicata asked on this new business item it is asking for 2-3 spaces. What would you like? Two or three?

The Committee decided on two spaces.

Chairman Sysyn stated that makes eight that you are giving out. Tom, how much are they paying for those parking permits?

Mr. Lolicata responded the fee is \$45.

Alderman O'Neil asked so that is considerably cheaper than parking in the garage.

Mr. Lolicata answered the garage is \$70.

Chairman Sysyn stated the Canal Street Garage is \$70/month. If you park daily somewhere at a meter it would cost you like \$80.

Chairman Sysyn called for a vote. There being none opposed, the motion carried.

Chairman Sysyn addressed Item 8 of the agenda:

Communication from Cathy Champagne, President of Jutras Signs and Flags, requesting the Board's consideration and approval of the proposed "Manchester Gateway Arch Project" which will span over Elm Street with an electronic message center sign component to display advertising as well as messages of community interest.

Alderman O'Neil stated I saw the letter from the NH DOT. It indicates a portion of Elm Street. Do we know what portions are allowed and what portions aren't allowed? I don't know if Mr. Sheppard has that information. Kevin, are you in communication with the DOT about what is allowed and what isn't and how far?

Kevin Sheppard, Deputy Public Works Director, stated I believe the section of Elm Street that the State has some control over is from Webster Street southerly to Queen City Avenue.

Alderman O'Neil asked do the City departments take a position that the state is correct on this.

Mr. Sheppard answered yes. It is similar to...remember the Hands Across the Merrimack Bridge? There was an issue about trying to get signage on that.

Alderman O'Neil asked are there other streets in the area that are not under...for instance Lake Avenue or Granite Street or Hanover.

Mr. Sheppard answered yes. Hanover Street probably and Lake Avenue are local streets. Those aren't routed state highways.

Alderman O'Neil asked what about Granite Street.

Mr. Sheppard answered Granite Street I would have to verify.

Chairman Sysyn stated Granite Street would be federal I would think.

Mr. Sheppard stated plus with the widening that is coming up...

Alderman O'Neil interjected well there are certain sections we accepted federal funds for. I don't know if that then makes the whole Granite Street...

Mr. Sheppard interjected to get an arch across the new Granite Street would be pretty difficult. I would have to verify if Granite Street is a state highway or not.

Alderman O'Neil stated I personally thought this was an idea worth exploring.

Chairman Sysyn stated I have to disagree with you. I think the archway is a nice idea but I don't think all of the advertising...

Alderman O'Neil interjected lights are lights as far as I am concerned. I know that the Jutras sign people put a lot of effort into this and instead of closing the door if there is another place it may be appropriate I think we should be allowed to consider that. That is my position.

Alderman Forest stated I sort of agree with Alderman O'Neil about finding another location although I haven't seen the old pictures of Manchester in the late 1800's

lately. There was an arch on Elm Street and I am not sure if it was on Elm Street or across Hanover Street.

Chairman Sysyn responded it was on Elm Street.

Alderman Forest stated I think with all of the effort that people from Jutras have been wanting to put into this and everything else I think we ought to accommodate them somewhere along Elm Street at least. Maybe somewhere on one of the side streets off of Elm Street where it would be visible.

Alderman Smith stated I think the situation as Kevin Sheppard pointed out from Webster Street to Queen City Avenue that is Route 3. It is a major thoroughfare. If you come off of the Queen City Bridge and on to Elm Street I think it is Route 3. I have to agree with my colleagues. The only reason I suggested Hanover Street is there are a lot of lights on Hanover Street at the Palace Theatre and so forth. I would like to accommodate their effort, Cathy Champagne, to try and find a suitable site but as far as Elm Street is concerned I think it is a done deal.

Alderman O'Neil asked could we table this and ask Traffic and Highway to sit down with them and I guess we could include Planning also and maybe Parks & Recreation.

Mr. Sheppard stated any of the streets that come off of Elm Street I believe would be fine. On Stark Street we have added arches and on Lowell Street recently. If it was a side street off of Elm Street...

Chairman Sysyn interjected it is all of that advertising that bothers me. I like the idea.

Alderman O'Neil stated we can debate that part but I think we should get it to that level where we can debate whether or not it is appropriate instead of just closing the door now. Again, these people put a lot of time and money into this proposal. That would be my suggestion.

On motion of Alderman O'Neil, duly seconded by Alderman Forest it was voted to table this item and have the Highway, Traffic, and Planning Departments work with Jutras Signs to find another suitable location.

Chairman Sysyn advised that the Traffic Department has submitted an agenda, which needs to be addressed as follows:

NO PARKING:

On Stark Lane, west side, from the private way (public access from 3A) to the dead end

Alderman Forest

NO PARKING ANYTIME:

On Sargent Road, both sides, from Goffs Falls Road to the dead end
Alderman DeVries

PARKING 2 HOURS (8AM-6PM/MON-SAT) – EMERGENCY ACT:

On Lingard Street, north side, from South Willow Street to the dead end
Alderman Garrity

On motion of Alderman Forest, duly seconded by Alderman Smith it was voted to approve the traffic agenda.

TABLED ITEMS

10. Communication from Alderman O'Neil relative to installation of traffic signs in residential neighborhoods.

This item remained on the table.

On motion of Alderman O'Neil, duly seconded by Alderman Smith it was voted to remove items 11 and 12 from the table.

11. Discussion relative to Enhanced State 911 System.

Fire Chief Joe Kane stated I just want to let the Committee know that I want to thank them for their indulgence in regards to letting us really explore this issue with the state. I thought it was important and I thought there were a lot of things that we had discovered in our operations. I have here tonight with me Peter Danute who is from the 911 agency in the state. He is the Assistant Director up there. I just wanted to let you know what we did find out because there were some issues and some concerns and there still remains issues and concerns that we have in regard to transferring all of the calls to 911. As you recall, the initial request was for us to look at the time it took for someone who called 911 to get that call down to Fire or Police dispatch. It seemed that there was a delay in regards to time. What was occurring at that point in time was that a caller from Manchester or anywhere else in the State of NH would call 911. The call was answered by a call taker in Concord. At that point in time, the call taker would push a button and notify the City that a call was in Concord and the general nature of the call but nothing really specific. At that point in time the call taker in Concord would go through a series of questions and these initial questions that were taking place up in Concord were called call coding. At the end of that call coding, the call would be transferred down to the City and the City would kind of go through the same thing and then at that point in time dispatch. So there is basically a duplication of

questions that were being answered. As we looked over the course of the summer we recognized that that was definitely a problem and we made some initial changes back in late July or early August in regards to how the Manchester Fire Department handles those calls. The way we do it right now is when they hit what we are going to call the bop, it is a term that is a noise that occurs in our dispatch center. When they hit that and the data shows up without the voice, in the past we never dispatched off of that. Now we are dispatching off of that and it seems to be working a lot better and our dispatchers are becoming more and more comfortable with that. That has speeded up the process but we are still looking at the call coding and there are some other areas that we have discovered over the summer because what has occurred is that 911 had come down and we had several meetings with them and we sent dispatchers up to 911 to see where we could shrink this time down and one of the things that we discovered is that we had been trying to get their data onto our computers and they haven't really been able to create that link. We discovered why we can't create that link and now we are working towards that. The second thing is that we are looking for what we call Prokey Way, which is medical priority dispatching to be shipped down and that is something that will help our dispatchers. So to kind of summarize what we have done here is we have looked at the dispatching side, we ended up with basically four different areas that we thought we could improve upon our handling of the dispatching and 911. We have already implemented one of them and we have plans to implement the other three as we go along.

Alderman O'Neil stated I want to thank the Chief for diving into this issue. I don't think it was an easy one to solve. I want to thank the state for their cooperation on this. Chief, you talked about there being a signal that is sent from the state, not verbally but that shows up on a screen of our dispatchers locally and the process is started locally. I want to make sure that a call goes into the State 911 and they hit some button that notifies Manchester. Have they typed in addresses or any of that stuff at that point? How does Manchester know the address?

Chief Kane replied that is a good question. When they pick up the phone, when 911 picks up the phone there is a screen in front of them. That screen in front of them gives us the information of where the phone is and who the phone is registered to. If it was a phone from my office per say, it would say 100 Merrimack Street, 2nd Floor, Fire Chief's Office. It can be that detailed.

Alderman O'Neil stated I wrote down because I think the incidences we are both aware of cell phones were in use. So with a landline this is not an issue. It gets kicked down where previously it might have been held in Concord for a limited period of time but it was held?

Chief Kane responded actually it was never really held in Concord but we, our dispatchers, never responded to it. So what was happening is once that

information populated the screen, which is immediate, they in Concord would push the button and the data would come down to Manchester so the data is on the screen and the Manchester dispatcher sees what is going to be occurring and he is waiting for that phone call. That phone call may be 60 or 90 seconds. So what is going on now just with the data, we told them to start to ship them.

Alderman O'Neil asked so that has been addressed with landlines.

Chief Kane answered that is correct.

Alderman O'Neil asked do we know have the Police made any changes on that or were they...maybe we can bring Deputy Chief Simmons up at the end of this. Let's talk about cell phones because the situations that I am aware of, that seems to be the biggest issue. The concern from the people in Concord, do you know where you are at when you are on the cell phone?

Chief Kane answered before we can jump into that, the biggest issues as I saw them were from the medical side and from the rescue side. So that is kind of where we saw the issues when they were doing the call coding. What I would like to do in regard to cell phones...I am not an expert but I am sure Peter is. Let me ask him to respond to cell phones because I know that is a national issue and there is also another issue. It is called voice over IP. It is when you start making phone calls over computers. That is another issue that is just emerging. Currently, they can identify phones and they are working on the cell phones and now the issue is when you start making phone calls with your computer how do they identify where that computer is. I will have Peter talk to you about the cell phone issue.

Peter Danute stated currently the cell phones are still difficult to locate. Not all of them have the technology in them to locate them. We in Concord have that technology. If we get a call, we get a location and we can send it to the Police Department. It appears on a map at our dispatch center or call center and we then can forward the location to Police and Fire. Early on we have had a lot of difficult with cell phones. Some people are calling from Massachusetts so we are experiencing the question of where are you. That technology is evolving. We have installed it in Concord and it will be installed in local dispatch centers so that they can see on the map the location of that cell phone. There are still issues when the caller comes from a high rise building because you can't tell what floor they are on.

Alderman O'Neil stated I guess the situations that I am aware of and one of them I as involved in personally in calling in an accident, I appreciate the people's concern in Concord trying to confirm but I knew where I was making that call from. I have to be honest. I hung up the phone and called the Fire Department.

That seems to be the issue that I am most aware of. Have you made any changes that might allow for...

Mr. Danute interjected we have made adjustments to the protocol and the questions.

Alderman O'Neil asked and that is a change you have made sometime in the past year maybe.

Mr. Danute answered yes.

Alderman O'Neil stated if I can go back to the Chief, you talked about some kind of data link. Is there software that the City could purchase that would help close that loop.

Chief Kane responded we are in the process of doing that right now. There is a Committee of Fire and Police looking at a new CAD system and that is one of the things that 911 has been working on with us this summer. When we get that new CAD system we want to make sure that our CAD system and their CAD systems talk to each other and everything works. That was my priority over the summer in regards to making sure that the technology is there because that technology is going to speed everything up.

Alderman O'Neil asked when do we hope that that new CAD system is implemented by.

Chief Kane stated I think probably by the end of the year we will have a vendor on line and be working to get that installed in the beginning of 2006.

Deputy Chief Simmons stated yes. What the Chief refers to is CIP gave Police and Fire a considerable amount of money last year to implement this new CAD system. We are actually going on-site on Thursday to one of the companies to look at their system now. What the Chief refers to is what they call Annie Alley, which will allow all of the data they collect at 911 in Concord to be delivered right to our computer so it can be set right into the screen systems and dispatch can dispatch right from that system.

Alderman O'Neil stated the Chief mentioned that this issue seems to center around medical calls and maybe to a limited basis rescue or fire calls. Do you know are there any issues regarding police calls?

Deputy Chief Simmons responded I don't believe so. We don't have that on screen that the Chief referred to. We get our calls direct from an operator/agent from 911.

Chief Kane stated they don't go through the same process. When they get a Police call they just ship it. When they get an EMS call up there is when they start asking the question because...they ask the questions for these reasons and this is why it is called call coding. If you let's say fell down and broke your wrist they are going to recommend dispatching of an ambulance with no fire truck, no sirens, just red lights to go with the traffic. If you have a heart attack then they are going to dispatch the ambulance with red lights and sirens and a fire truck with red lights and sirens. If you are trapped in a car you are going to get the ambulance, the fire truck and the rescue. Those are different levels. You may have what they call an ambulance going cold, an ambulance going hot, an ambulance going with a fire truck or an ambulance going with a fire truck and a rescue. So that is why they ask those questions and that is called call coding.

Alderman O'Neil asked and once Concord has put it where it shows up on a Manchester screen the people in Concord may stay on the phone to help people and talk them through CPR, etc.

Chief Kane answered yes but that is a different level. That is called medical dispatching and that is where they talk you through what to do if someone is having a heart attack and how to take care of them or what they can do if someone is bleeding or something like that. Those are the initial things where they talk to the people. One of the things that is interesting and I talked to Peter about this is that the call taker that is talking to that person needs to let the other person on the other end of the line know the trucks are on the way now let me ask you these questions. Peter, there is a mailing that goes out from you folks or somebody in state government to businesses confirming phone numbers. I know the company I worked for received, and I can't remember if it came from 911 or another state agency but I would think it is pretty important.

Mr. Danute responded we do that on a regular basis. If we get a phone number that appears when someone calls in, we do what is called an alley discrepancy and we forward that to the companies to correct that and make sure that the location is correct.

Alderman O'Neil stated I have a final question for the Chief. Is there any way to track this to see that we actually have...I know one of the particular complaints I had had a breakdown of dispatch times and all of that. Can we gather data moving forward? I am sure it would be helpful to Peter and the state as well as us locally to make sure that these changes have been successful.

Chief Kane replied I think so to a certain extent. One of the problems that we have with our current computer systems is that we are not doing a really good accurate job of tracking. Occasionally there are quirks in the system and that is

one of the reasons we had Peter down this summer to look at these computer systems so that once we get the new computer systems in we would be able to track more...we would be able to track them better. I think there are a couple of issues that we need to work with 911 on in order to improve that tracking and nail it down.

On motion of Alderman Smith, duly seconded by Alderman Forest it was voted to receive and file this item.

12. **Stop Signs:**

On Jobin Drive at So. Taylor Street, NEC, SWC

On So. Taylor Street at Jobin Drive, NWC

Chairman Sysyn stated Alderman DeVries talked to me about this today and that is why I took it off the table. She wanted to know if we could approve this. It is a way to calm traffic on Jobin Drive. Everybody uses that as a shortcut and they had neighborhood meetings on this.

On motion of Alderman Smith, duly seconded by Alderman O'Neil it was voted to approve the stop signs.

There being no further business, on motion of Alderman Smith, duly seconded by Alderman O'Neil it was voted to adjourn.

A True Record. Attest.

Clerk of Committee